

STREAMLINED WITNESS STATEMENT INTERVIEW TEMPLATE

Application to the Scottish Redress Scheme | Target interview time: 45-60 minutes

How to keep the call within one hour: Prefill dates, placements and record-based information before the call. Ask the short core questions first. Only use the detailed prompt bank where the client identifies that type of harm. Do not read every example aloud. Where the same pattern occurred at more than one institution, record what was the same and ask only what was different. At 55 minutes, finish the current incident, complete the welfare check and record any follow-up action rather than rushing sensitive evidence.

Suggested time plan

Stage	Target time	Approach
Opening and consent	3 minutes	Confirm welfare, control of the meeting and consent.
Background and entry into care	7 minutes	Ask once for the whole statement, not for each placement.
Chronology	5 minutes	Confirm the prefilled placement list and correct any gaps.
Placements and harm	25-30 minutes	Use one compact placement sheet per institution; relevant prompts only.
Impact, support and evidence	10-12 minutes	Ask once across the whole life course.
Reason for applying and close	3-5 minutes	Final information and welfare check.

Client and application details - prefill before the call

Question / prompt	Response / notes
Applicant full name	Craig David Palmer
Date of birth	27 July 1968
Current address	104 Crossmill Avenue, Barrhead Glasgow, G78 1AX
Application reference	APP840995
Statement taker / interviewer	Leah Pearson - Claims handler
Date and method of meeting	18/08 - phonecall
Legal representative / organisation	MMA Legal
Known support needs or adjustments	n/a

1. Opening and consent

Suggested opening: You are in control of this meeting. You may take a break, skip a question or ask me to reword anything. Some questions may be upsetting because they concern your time in care and its impact.

Question / prompt	Response / notes
Are you comfortable and happy to continue today?	y
Do you need anyone with you, a break or any other adjustment?	n
Do you understand the purpose of the statement and agree that it may be used for your Scottish Redress application and supporting evidence?	y

2. Personal background and entry into care

Question / prompt	Response / notes
Where did you grow up, and who lived with you before care?	5 days old into care - Too young to know
What was home life like before care? Include any family, health, education or social work difficulties that are relevant.	n/a
How did you come to enter care, who made the decision, and were you told why?	Mum had me at 16, taken away. She might've been too young
Did you have siblings, and were you separated from any of them?	Brother and sister - found mother at 25 years old. Younger Sister in care. Separated because didnt know
How old were you when you first entered care, and how did you feel at the time?	n/a
Is there anything important about your childhood health, learning needs, vulnerability or name history that should be recorded?	n/a

3. Care placement chronology - confirm rather than rebuild on the call

Efficiency rule: Use records to prefill this table. Read the list back to the client and ask whether anything is missing or incorrect. A return home may be included where it helps explain the sequence.

No.	Care setting / institution	Location	Approx. dates / age	Placing authority	Notes / source
	Crosslet residential nursery	dunbarton	2/8/1968		
	Quarriers homes - number 1		22/8/1973		
	Foster placement		22/7/1974		
	Urquet House		1978		

No.	Care setting / institution	Location	Approx. dates / age	Placing authority	Notes / source
	Family placement		1981		
	Raisedale		1983 - 1985		

4. Compact placement sheet - complete one per institution

Placement interview rule: Aim for 5-7 minutes per institution. Start with the combined harm question. Tick the relevant categories and use only the matching prompts on the next page. Obtain one clear example per relevant type, plus the most serious incident if different.

Question / prompt	Response / notes
Institution name, location, approximate dates / age and who placed you there	Crosslet residential nursery From birth—
What type of setting was it, and how long were you there?	5 years
In a few sentences, what was ordinary daily life like: accommodation, routines, school/work, food, clothing, hygiene and contact with family?	n/a
How did staff and other children generally treat you? Were there rules, punishments, isolation or unsafe arrangements?	
Did anything happen there that you now consider abuse, neglect or harmful? ☐ Sexual ☐ Physical ☐ Emotional ☐ Neglect ☐ Other	
Who was involved or responsible? Include names, roles, descriptions, staff or other children where remembered.	
Give one clear example of what happened. Where and when did it occur, and what happened before, during and afterwards?	
How often did this happen, over what period, and did it change or become worse?	
What immediate effects did you experience: pain/injury, fear, shame, sleep problems, bedwetting, running away, behaviour or school changes?	
Did anyone witness it, know about it, or experience something similar?	
Did you tell anyone or try to get help? What response did you receive? If not, why not?	
What was different at this placement compared with the others?	

5. Conditional harm prompt bank - use only when relevant

Trauma-informed use: These are prompts, not a script. Ask the category heading first. Use examples only if the client needs help understanding the question. Do not ask for graphic detail that is unnecessary to explain what occurred.

Category	Use only where the client identifies this type of harm
Sexual abuse	Unwanted sexual touching or exposure; sexual comments/images; being made to watch; pressure or force to take part; attempted or actual penetration/oral activity/masturbation; photography or filming; grooming, gifts, threats or secrecy; number of people involved and approximate frequency/duration.
Physical abuse	Hitting, slapping, punching, kicking, shaking, throwing, restraint, locking in, exposure to cold or water, denial of food or toilet access, or use of an object. Record injuries/pain and whether treatment was provided, needed, hidden or ignored.
Emotional abuse	Threats, humiliation, blame, name-calling, isolation, different treatment, denial of family contact, being made to feel powerless or unwanted, or being forced to witness the abuse or humiliation of others.
Neglect	Inadequate or withheld food, clothing, warmth, hygiene, supervision, safety, medical care, education or emotional support; unsafe confinement; or failure to protect from bullying, violence, sexual harm, older children or unsafe adults.

Placement interview rule: Aim for 5-7 minutes per institution. Start with the combined harm question. Tick the relevant categories and use only the matching prompts on the next page. Obtain one clear example per relevant type, plus the most serious incident if different.

Question / prompt	Response / notes
Institution name, location, approximate dates / age and who placed you there	Quarriers home number 11 1973-1974
What type of setting was it, and how long were you there?	1 years - house dont know who with There was other children
In a few sentences, what was ordinary daily life like: accommodation, routines, school/work, food, clothing, hygiene and contact with family?	Clean as far as i know. Lots of coming and going. Food cant remember. School work in a building. Shared bedrooms. Shared bathrooms. Toiletries not provided. Clothing cant remember
How did staff and other children generally treat you? Were there rules, punishments, isolation or unsafe arrangements?	Rules and punishments. Rules - certain things get out bed certain time, make bed, clean own dishes. If your bed wasnt made they would strip it infront of you. I remember crying. Punishments - put in cupboards, i was hit.
Did anything happen there that you now consider abuse, neglect or harmful? [y] Sexual [y] Physical [y] Emotional [] Neglect [] Other	Sexual abuse - adult came in now and again, they wanted to take you to places, i would be touched on my genitals. Seemed to be the same male adult. Physical abuse - hit as a punishment if i didnt want to go with these people. I was hurt and dragged. Emotional abuse - i remember i used to want to find my mother and they told me i havent got one when i did. Theres nobody you have.
Who was involved or responsible? Include names, roles, descriptions, staff or other children where remembered.	Adults, i dont know if they live in the house but they came in and out.
Give one clear example of what happened. Where and when did it occur, and what happened before, during and afterwards?	One time i remember going out places and one time a person came into my room. An adult. He go into bed with me. He touched me on my genitals. Afterwards i dont know if something startled him but he left. He threatened me not to tell anyone.
How often did this happen, over what period, and did it change or become worse?	Every now and again. It wasnt a recurrence i dot know it just happened. no
What immediate effects did you experience: pain/injury, fear, shame, sleep problems, bedwetting, running away, behaviour or school changes?	Fear, bed wetting, constantly frightened.
Did anyone witness it, know about it, or experience something similar?	Happened to multiple people.
Did you tell anyone or try to get help? What response did you receive? If not, why not?	no one blinked an eye i couldnt tell anyone if i told someone i was hurt
What was different at this placement compared with the others?	Scariest and worst home i was in.

Placement interview rule: Aim for 5-7 minutes per institution. Start with the combined harm question. Tick the relevant categories and use only the matching prompts on the next page. Obtain one clear example per relevant type, plus the most serious incident if different.

Question / prompt	Response / notes
Institution name, location, approximate dates / age and who placed you there	Foster home in Bishopton 1974-1978
What type of setting was it, and how long were you there?	4 years
In a few sentences, what was ordinary daily life like: accommodation, routines, school/work, food, clothing, hygiene and contact with family?	n/a
How did staff and other children generally treat you? Were there rules, punishments, isolation or unsafe arrangements?	The people were alright
Did anything happen there that you now consider abuse, neglect or harmful? ☐ Sexual ☐ Physical ☐ Emotional ☐ Neglect ☐ Other	
Who was involved or responsible? Include names, roles, descriptions, staff or other children where remembered.	
Give one clear example of what happened. Where and when did it occur, and what happened before, during and afterwards?	
How often did this happen, over what period, and did it change or become worse?	
What immediate effects did you experience: pain/injury, fear, shame, sleep problems, bedwetting, running away, behaviour or school changes?	
Did anyone witness it, know about it, or experience something similar?	
Did you tell anyone or try to get help? What response did you receive? If not, why not?	
What was different at this placement compared with the others?	

Placement interview rule: Aim for 5-7 minutes per institution. Start with the combined harm question. Tick the relevant categories and use only the matching prompts on the next page. Obtain one clear example per relevant type, plus the most serious incident if different.

Question / prompt	Response / notes
Institution name, location, approximate dates / age and who placed you there	Urquhart 1978
What type of setting was it, and how long were you there?	4 years - Big House - 2 floors
In a few sentences, what was ordinary daily life like: accommodation, routines, school/work, food, clothing, hygiene and contact with family?	Own bedroom , shared bathroom 1 for each gender. Went to school. Up in morning, get washed, make bed, dressed, downstairs, line up for breakfast, late for breakfast never got it. Food was no choice, if you didnt like what was served you went without. They had a dress code you were a grey set up. Toiletries not given. Ou used a bar of soap that everyone shared.

Question / prompt	Response / notes
How did staff and other children generally treat you? Were there rules, punishments, isolation or unsafe arrangements?	Terrible. 2 women ran it. Other children got along with some. Set rules. Make bed, down stairs to watch tv, specific time or you wouldn't watch. Had to watch what they wanted to watch.
Did anything happen there that you now consider abuse, neglect or harmful? ☐ Sexual ☐ Physical ☐ Emotional ☐ Neglect ☐ Other	I accidentally swore and they grabbed me by the ear and pulled me into a room in front of people and shoved a bar of soap into my mouth. They held it in my mouth. Random people came in one at a time and i went out with this bloke and he touched me on my genitals. I fell asleep im not sure i remember getting back home and told my friend what he did to me and he said he does it all time. Slapped over the back of head Wooden spoon was a normal weapon
Who was involved or responsible? Include names, roles, descriptions, staff or other children where remembered.	Mary chandler and Helen stevenson
Give one clear example of what happened. Where and when did it occur, and what happened before, during and afterwards?	i went out with this bloke and he touched me on my genitals. I fell asleep im not sure i remember getting back home and told my friend what he did to me and he said he does it all time.
How often did this happen, over what period, and did it change or become worse?	One time - abuse Soap was regular if you talked back Spoon was regular
What immediate effects did you experience: pain/injury, fear, shame, sleep problems, bedwetting, running away, behaviour or school changes?	Leave marks, bruises and bumps. Bed wetting - i used to hide the sheets. If they found out you were in trouble. They dragged you out your room and slap you. Id go to school smelling of pee Fear Sleep problems
Did anyone witness it, know about it, or experience something similar?	Happened to other kids
Did you tell anyone or try to get help? What response did you receive? If not, why not?	I tried to tell the women what happened she hit me over the head with a wooden spoon and told me to stop making up stories
What was different at this placement compared with the others?	Nothing different i was just a bit older

Placement interview rule: Aim for 5-7 minutes per institution. Start with the combined harm question. Tick the relevant categories and use only the matching prompts on the next page. Obtain one clear example per relevant type, plus the most serious incident if different.

Question / prompt	Response / notes
Institution name, location, approximate dates / age and who placed you there	Raisdale 1983-1985
What type of setting was it, and how long were you there?	2 years - adolescent unit for teens Transitional
In a few sentences, what was ordinary daily life like: accommodation, routines, school/work, food, clothing, hygiene and contact with family?	It was a building on its own and had its own room. You could come and go as pleased. Shared bathrooms. Toiletries provided, clothing provided. We got pocket money and allowance. The food was great, its own chef.

Question / prompt	Response / notes
How did staff and other children generally treat you? Were there rules, punishments, isolation or unsafe arrangements?	Staff - brilliant treated like a human being The other kids were brilliant. Met my partner here Rules, if you broke you weren't hurt you'd just be warned
Did anything happen there that you now consider abuse, neglect or harmful? ☐ Sexual ☐ Physical ☐ Emotional ☐ Neglect ☐ Other	no
Who was involved or responsible? Include names, roles, descriptions, staff or other children where remembered.	
Give one clear example of what happened. Where and when did it occur, and what happened before, during and afterwards?	
How often did this happen, over what period, and did it change or become worse?	
What immediate effects did you experience: pain/injury, fear, shame, sleep problems, bedwetting, running away, behaviour or school changes?	Bed wetting stopped
Did anyone witness it, know about it, or experience something similar?	
Did you tell anyone or try to get help? What response did you receive? If not, why not?	
What was different at this placement compared with the others?	My time here was heaven. It was brilliant. It brought my confidence up a bit. Was able to have a nicer new start.

6. People involved, reporting and institutional knowledge - ask once after all placements

Question / prompt	Response / notes
Across all placements, who were the main people responsible? Record names, nicknames, roles, descriptions or identifying details.	Mary, helen and quarriers
Were other children affected, and did you witness abuse or harm to anyone else?	Yes they were affected - there was one person who told me he also got abused
Why do you believe staff or the institution knew, or should have known, what was happening?	I think they knew, i dont know why i was left there.
Were complaints discouraged, ignored or punished? Were you moved, threatened or disbelieved?	Discouraged, ignored all of them. Threatened if i told someone.
Have you ever reported the abuse to police, an inquiry, a professional or any authority? What happened?	No - they visited me a long time ago about this about a complaint against some of the adults but i said nothing becaus i didnt want to bring anything back up.

7. Movement between placements and leaving care

Question / prompt	Response / notes
Why did you move between placements, and were the reasons explained?	No, never explained. One day jut say your going here no warning.
Did you run away, refuse to return or ask to be moved? What happened?	Ran away from quarriers around 7 hiding in a bush and urquart ran a few times but always taken back.
When and at what age did you leave care, and what were your circumstances afterwards?	17 - housed barrhead. Put into a flat and left to do my own thing. No aftercare. No help at all nothing i was tld nothing about my family when I was in care. When i left i had paperwork so iput an advert in a newspaper and 2 weeks later she sent me a letter. Best thing ever meeting her.found out about my siblings, we keep in touch.

8. Impact - ask once for the whole experience

Efficiency rule: Avoid repeating separate impact questions for each institution. Ask how the combined experience affected the client, then identify any placement or incident that had a particular effect.

Question / prompt	Response / notes
How did the experience affect you at the time: safety, trust, confidence, sleep, behaviour, education, relationships or ability to speak up?	Very wary of people, never get close to anyone. I knew it wouldn't happen again when i left but the same time i was fearful. always want on to speak up. I told some of my kids and they understood.
How has it affected your mental health, including anxiety, depression, trauma symptoms, panic, flashbacks, nightmares, self-harm or suicidal thoughts?	Yes. I used to experience panic attacks, flashbacks and nightmares but not so much anymore. Its always been in my head it sticks. I self harmed, i thought about taking my own life when i first left care i didnt cope well.
How has it affected physical health, sleep, pain, alcohol or substance use?	Posture is bad from the day i was in homes. Sometimes struggle with where i sleep. Alcohol and substance use, not ongoing. A few years i turned to drink and substance use.
How has it affected relationships, parenting, friendships, intimacy, trust or isolation?	Parenting is fine because I give them the life I wanted. Sometimes it affects intimacy. When we first got together i found i didnt feel secure in myself. It did affect my trust at first.
How has it affected education, work, confidence, opportunities, finances, housing or day-to-day stability?	Knocked my self confidence. More confident now because of my relationship. My depression is i cant get into conversation i dont feel comfortable

Question / prompt	Response / notes
Are there triggers, places, smells, authority figures, institutions or situations you avoid?	Yes. cant go to a gym or somewhere with lots of people or in a room with someone alone. Doctors I struggle with, take my partner.
What impact has this had on your life overall, and what do you think may have been different if it had not happened?	Big impact. I don't know.

9. Support and treatment

Question / prompt	Response / notes
Have you received counselling, therapy, mental health, addiction, GP, hospital or other professional support?	counseling , found it helpful. Flashbacks. I was told in care I've got nothing. Fear factor.
Have you been diagnosed with any relevant condition, and have you taken any related medication?	Anxiety and depression - menazapine COPD terminal
Are you receiving support now? If you delayed seeking help, what made it difficult?	No

10. Evidence and supporting information

Question / prompt	Response / notes
What records may support the statement: care, social work, school, medical, police, counselling, prison/probation, benefits or other records?	n/a
Are there records of injuries, running away, behaviour or school changes, self-harm, substance use, complaints, moves or family contact issues?	n/a
Are there letters, photographs, reports, inquiry evidence, apologies, decisions or previous correspondence?	n/a
Could any sibling, former resident, relative, friend, partner or professional provide a supporting statement?	no
Are records missing or incomplete, and has an evidence bundle already been obtained?	n/a

11. Previous claims, applications or payments

Question / prompt	Response / notes
Have you previously made any civil claim, criminal injuries claim, Redress application, complaint, police report, inquiry statement or claim to another scheme about this abuse?	no
Did you receive any payment, apology, settlement or decision, or sign any waiver/discharge? Do you have copies?	no

12. Reason for applying

Question / prompt	Response / notes
Why are you applying to the Scottish Redress Scheme, and what would you like to come from telling your story?	I know it's not going to help but I want everyone to know it was happening. I don't want to see it happening to anyone else because times have changed now.
What would acknowledgement mean to you?	Mean everything to me. An apology would be fine. Hey treated everyone wrong there was no care. They call it care but no one cares.
Is there anything else you want Redress Scotland to understand about what happened or the harm you have lived with?	No

13. Closing and welfare check

Question / prompt	Response / notes
Is there anything important we have not covered, or wording you want handled carefully?	N, N
How are you feeling after discussing this, and do you feel safe to end the call?	Shaking but ok
Is there someone you can contact for support, or would you like support service details?	Y
Have the next steps been explained?	Y

Back-office drafting checklist - not asked aloud

Check	Completed
Statement is in the client's own words where possible.	☐
Chronology and each relevant institution are clear.	☐
Relevant abuse/neglect types are identified without unnecessary repetition.	☐
At least one clear example and the most serious incident are recorded.	☐
Frequency, duration, people involved, witnesses and reporting are addressed.	☐
Immediate and long-term impact are addressed once across the whole statement.	☐
Evidence, previous claims/payments and memory gaps are recorded.	☐
Client has reviewed amendments and signed the statement of truth.	☐

Statement of truth / declaration

I believe that the facts stated in this witness statement are true to the best of my knowledge and recollection.

Signed	Name	Date